

James H. Shortz
Post Office Box 3874
Montgomery, Alabama 36109
May 12, 2005
(334) 467-7880

UPS
Corporation Company
Suite 204
2000 Interstate Park Drive
Montgomery, Alabama 36104

Dear Sir/Madam:

This is to inform you that, unless UPS honors its responsibility to seek a reasonable settlement of this complaint within a reasonable amount of time, I, James H. Shortz intend to bring the damage I have suffered to the attention of the courts in order to seek a redress of my grievance.

On October 7, 2004, I arranged to ship a computer to Nigeria via UPS EXPRESS. The cost of the shipment was \$384.64, which was paid at the time the UPS Pick-up was made at my residence, 801-28th Avenue Phenix City, Alabama 36869 at 12:12 p.m. See UPS tracking number "4666 100 014 8" for the details of the shipment I purchased to send to "Pamela O. Ezeala of #30 Uyo Street Rumuomasi Port Harcourt Rivers State Nigeria." My package was never delivered as contracted; my package was searched and seized without probable cause; and your employees, customer service representatives and security officer Penny Stewart, treated me disrespectfully.

On November 2, 2004, I retrieved my misdirected package from the UPS terminal in Montgomery, Alabama without showing any identification or verification that it was in fact my property. I then arranged to have the package inspected and found that it had been searched without probable cause and redirected from its specified destination by UPS personnel.

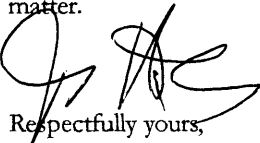
I therefore intend to enter a complaint into the appropriate courts that UPS has violated my equal protection rights and have refused to do business legally according to the law in the case of my Nigerian shipment. I intend to show the courts that I have been inconvenienced and that I have been denied my Constitutional Rights on several fronts. I intent to show the courts that UPS employees deliberately discriminate to people of

May 12, 2005

color and with their responsibilities to ship to certain African Countries routinely; this case verifies all of those complaints and more.

I expect to have a response from you within thirty days because, since October 7, 2004, UPS has already had a reasonable amount of time to make good on any intent to honestly and honorably offer restitution in this

matter.

A handwritten signature in black ink, appearing to be 'JAS', written over the words 'Respectfully yours,'.

Respectfully yours,

James H. Shortz



November 9, 2004
Shipper 0000330X53
Page 2 of 2



DAMAGE/LOSS UPDATE INFORMATION

INQUIRY FROM: JAMES SHORTZ
801 28TH AVE
PHENIX CITY AL 36869-5219

SHIPMENT TO: PAMELA EZEALA
#30 UYO ST RUMUOMASI
PORT HA PHC21

Shipper Number.....	0000330X53	Pickup Date.....	10/07/04
Number of Parcels.....	1	Weight.....	15
Shipper Invoice Number.....	PHC21	Shipper Reference Number.....	PHC21
Tracking Identification Number...	46661000148		
Merchandise.....	1 HP LAPTOP NOTEBOOK		

We are unable to honor your claim because **YOUR CLAIM REQUIRES APPROVAL BY YOUR LOCAL SECURITY DEPARTMENT BEFORE PAYMENT CAN BE PROCESSED. IF YOU HAVE ANY QUESTIONS CALL 1-800PICKUPS.**

This information was reviewed with **JAMES SHORTZ** on 11/08/04.

If you have any questions, please contact your UPS Account Executive at **1-800-PICKUPS**. Use your shipper number **0000330X53** with your claim number **75375115** as a reference.

WHEN MAILING OR FAXING CLAIM PAPERWORK ALWAYS USE THIS LETTER AS YOUR COVER SHEET.

Fax any additional information to: **1-800-877-9508**
Or, mail it to: **Claims Processing Center (BIR)**
P.O. BOX 1265
Newport News VA 23601-1265

Your documentation will remain on file at our location for 90 days from the date of this letter. Please contact us if you would like a copy of the original documents returned to you.

Thank you for your patience and understanding.

UPS Customer Service



****AABNJAX901****

NPT8AAT:000A0000

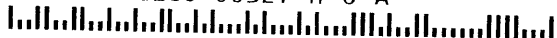
November 9, 2004
Shipper 0000330X53
Page 1 of 2

UPS Customer Service
2929 East Corona Road
Tucson AZ 85706

DELIVERY INFORMATION SERVICE



#BWNCWPD
#0000A0000330X531# 69760200002209
MB 01 001283 00527 H 6 A



JAMES SHORTZ
801 28TH AVE
PHENIX CITY AL 36869-5219


Enclosed is information concerning your shipment(s) with us. Thank you for allowing us to serve you.

Sincerely,
UPS Customer Service

Be proactive -- send ship, exception and delivery notifications with Quantum View Notify.SM Available in WorldShip International, UPS Internet Shipping and UPS CampusShip.



SHIPPER'S UPS ACCOUNT NO.		SHIPPER'S IDENTIFICATION NO. FOR CUSTOMS PURPOSES (E.I.N.)																									
NAME OF SENDER		TELEPHONE NO.																									
COMPANY NAME AND ADDRESS																											
SHIPPER'S SIGNATURE																											
2 CONSIGNEE'S UPS ACCOUNT NO.		CONSIGNEE'S IDENTIFICATION NO. FOR CUSTOMS PURPOSES (V.A.T., Importers No., R.F.C. No., etc.)																									
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3 PAYMENT OF CHARGES																											
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 UPS WORLDWIDE SERVICES WAYBILL (non-negotiable)		4 SERVICE LEVEL											
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STANDARD	<input type="checkbox"/>	3											
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1	10KG												
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DESCRIPTION OF GOODS		DECLARED VALUE OF SHIPMENT FOR CUSTOMS ONLY (US \$)											
Mark "X" if shipment contains documents of title or commercial value.		Mark "X" if shipment contains documents of title or commercial value.											
REFERENCE NO. 1		REFERENCE NO. 2											
6 COUNTRY OF ORIGIN (MANUFACTURE) OF GOODS													
7 SPECIAL INSTRUCTIONS													
<input type="checkbox"/> Saturday Delivery (Apply orange Saturday Delivery routing label below Waybill)													
<table border="1"> <tr> <td>SHIPPER'S SIGNATURE</td> <td>DATE OF SHIPMENT</td> <td>DATE</td> <td>TIME</td> </tr> </table>				SHIPPER'S SIGNATURE	DATE OF SHIPMENT	DATE	TIME						
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8 RECEIVED FOR UPS BY:													
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SHIPPER'S SIGNATURE	DATE OF SHIPMENT	DATE	TIME										


 DELIVERY
2

 DELIVERY
1

 EXPORT
2

 EXPORT
1
← PEEL
HERE

UPS Waybill / Tracking No.

4666 100 014 8

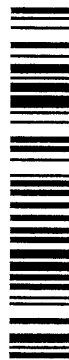
4666 100 014 8



4666 100 014 8



4666 100 014 8


 DELIVERY
1

 EXPORT
1
← PEEL
HERE

02876501 201 W

HOW TO PREPARE THE UPS WAYBILL**1. Shipper Information**

- A. Enter your *UPS Account Number*.
 B. Enter your *Shipper's Identification No. For Customs Purposes*.
 C. Enter *Name of Sender*.
 D. Enter your *Telephone Number*.
 E. Complete all address information, including ZIP Code and country.

2. Consignee Information

- A. Enter the *Consignee's UPS Account No.*, if applicable.
 B. Enter the *Consignee's Identification No. For Customs Purposes (V.A.T., Importer/Shipper, B.E.D., etc.)*, if known.
 C. Enter *Name of Contact Person*.
 D. Enter the *Telephone Number*. **To prevent delivery delays, this must be included.**
 E. Complete all address information, including postal code and country. addresses may incur service delays.

3. Payment of Charges

Select one *Billing Option* only.
Prepaid is the only billing option available when paying by credit card. Discover, MasterCard and Visa are accepted, or check. A UPS A
 If the shipper's portion of the shipping charges is to be billed to it, an "X" in the *Bill UPS Account* box and recording the *Third Party's* (Note: The third party must be located in the United States and have a valid bill to pay.)

4. Service Level

Please mark a large "X" in the selected *Service Level* box.
Saturday Delivery:
 Saturday delivery is available to select Express Plus and Express International Customer Service Center for destinations served and details.

5. Shipment Information

- A. Enter the *No. of Packages in Shipment*.
 B. Enter the *Total Actual Weight of Shipment*.
 C. Enter the *Total Billable Weight of Shipment*.
 D. Mark a large "X" to indicate the UPS container used, if applicable. (Call 1-800-782-7892 for information regarding 10KG Box or 25KG Box.)
 E. Enter a *Description of Goods* for document and non-document shipments.
 F. Mark a large "X" to indicate if *Shipment contains Only Documents of no commercial value*.
 G. Enter the *total Declared Value of Shipment for Insurance Only*.
 H. Enter your *Reference Number(s)*, if applicable.
 I. Enter the *Country of Origin of Goods*.

6. Country of Origin of Goods

Enter the country of origin (manufacture) of the goods.

7. U.S. Shipper's Export Declaration (S.E.D.)

An S.E.D. is required when the value of any commodity is greater than \$2,500 U.S. or when a validated export license is required.
 If applicable, complete this section.

8. Shipper's Signature

Date and sign the *UPS Waybill*.

Place Waybill on lead package and an address label and Worldwide Services Tracking Label on each additional package (when applicable).

Please refer to the *SHIPPER'S COPY* of the Waybill when making an inquiry concerning delivery information.
 If you need additional information or assistance filling out this form, please call your UPS International Customer Service Center at 1-800-782-7892.

Visit our Web site at: <http://www.ups.com>

SHIP		SAV		RCD	
<div style="display: flex; justify-content: space-between;"> <div> <p>NO. IN</p> <p>CO</p> </div> <div> <p>DATE</p> <p>TIME</p> </div> <div> <p>DI V/D</p> </div> </div>					

334-669-4294

Richard E. Quincy
Security Representative118 Citation Court
Birmingham, AL 35209
Phone: (334) 241-4615
Fax: (334) 241-4622
bhm1req@ups.com

United Parcel Service



PLEASE TYPE, SEE INSTRUCTIONS ON BACK.

1 SHIPPER'S UPS ACCOUNT NO. 330X53		SHIPPER'S IDENTIFICATION NO. FOR CUSTOMS PURPOSES (E.I.N.)	
NAME OF SENDER JAMES H. SHURTZ		TELEPHONE NO. (Very Important) (334) 467-7880	
COMPANY NAME AND ADDRESS (Include ZIP Code) JAMES H. SHURTZ 801 28TH AVE PITTSBURGH CITY AL			
COUNTRY USA			
2 CONSIGNEE'S UPS ACCOUNT NO.		CONSIGNEE'S IDENTIFICATION NO. FOR CUSTOMS PURPOSES (V.A.T., Importers No., R.F.C. No., etc.)	
NAME OF CONTACT PERSON PAMELA EZEALA		TELEPHONE NO. (Very Important) +2348033411131	
COMPANY NAME AND ADDRESS (Include Postal Code) PAMELA EZEALA #30 UP STREET RUMUOMAS PORT HARCOURT RIVERS STATE NIGERIA			
POSTAL CODE COUNTRY			
3 PAYMENT OF CHARGES			
BILLING OPTION (Select one option only). Refer to the appropriate service guide for options available by country.			
<input checked="" type="checkbox"/> PREPAID	<input type="checkbox"/> FREIGHT COLLECT	<input type="checkbox"/> FOB	<input type="checkbox"/> C&F
<input type="checkbox"/> DELIVERED DUTY PAID, V.A.T. UNPAID	<input type="checkbox"/> BILL DUTY, TAX AND SHIPPING CHARGES TO SHIPPER		
SHIPPER'S PORTION OF SHIPPING CHARGES AS INDICATED BELOW			
BILL UPS Account	Credit Card	American Express	Discover
MasterCard	Visa	UPS Use (Check)	
ENTER UPS ACCOUNT NO. (THIRD PARTY) OR MAJOR CREDIT CARD NO.			
THIRD PARTY COUNTRY OR EXPIRATION DATE			

02876501 2/01 W

UPS WORLDWIDE SERVICES
WAYBILL
(non-negotiable)

UPS W

4 SERVICE LEVEL (Please mark large "X". Select one level only. Refer to the appropriate service guide for levels available.)

EXPRESS PLUS	<input type="checkbox"/>	1+
EXPRESS	<input checked="" type="checkbox"/>	1
EXPEDITED	<input type="checkbox"/>	2
STANDARD	<input type="checkbox"/>	

5 SHIPMENT INFORMATION

NO. OF PACKAGES IN SHIPMENT	TOTAL ACTUAL WEIGHT OF SHIPMENT	TOTAL BILLABLE WEIGHT OF SHIPMENT (Dimensional Weight, if applicable)
1		

<input type="checkbox"/> LTR	<input type="checkbox"/> PAK	<input type="checkbox"/> 10KG BOX	<input type="checkbox"/> 25KG BOX
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DESCRIPTION OF GOODS	INDICATE IF DOCUMENTS ONLY
HP Pavilion Notebook Computer	<input type="checkbox"/>

DECLARED VALUE OF SHIPMENT FOR INSURANCE ONLY (US \$)	DECLARED VALUE OF SHIPMENT FOR CUSTOMS ONLY (US \$)
1,100.00	1,100.00

REFERENCE NO. 1	REFERENCE NO. 2

6 COUNTRY OF ORIGIN (MANUFACTURE) OF GOODS
USA

FOR INTERNATIONAL INFORMATION OR ASSISTANCE CALL 1-800-782-7892